



Patent  
Attorney's Docket No. COS-97-080C1

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

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|-----------------------------|---|------------------------------|
| In re Patent Application of | ) |                              |
|                             | ) |                              |
| Raymond G. Goss et al.      | ) |                              |
|                             | ) |                              |
| Application No.: 10/648,427 | ) | Group Art Unit: Not Assigned |
|                             | ) |                              |
| Filed: August 27, 2003      | ) |                              |
|                             | ) | Examiner: Not Assigned       |
| For: CONTACT SERVER FOR     | ) |                              |
| CALL CENTER                 | ) |                              |

**PRELIMINARY AMENDMENT**

U.S. Patent and Trademark Office  
2011 South Clark Place  
Customer Window, Mail Stop Fee Amendment  
Crystal Plaza Two, Lobby, Room 1B03  
Arlington, VA 22202

Sir:

Prior to examination, please amend this application as follows.

**Amendments to the Specification begin on page 2 of this paper.**

**Amendments to the Claims begin on page 3 of this paper.**

**Remarks begin on page 12 of this paper.**

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